

## GOALS AND PRIORITIES

Priorities and goals for the Vocational Rehabilitation (VR) program are taken from the *AZRSA Strategic Plan for SFY 2007 – 2009*.

These priorities and goals are based, in great part, on the results of the 2006 *Arizona Triennial VR Comprehensive Statewide Needs Assessment*. They are also based on results of: a) discussions and recommendations from the AZRSA's executive management team; b) input from the Governor's State Rehabilitation Council; c) the results of the 2006 federal 107 review of the VR program, and d) other input from stakeholders.

The priorities and goals listed below took effect July 1, 2006 and will be carried over as goals through SFY 2009.

### **PRIORITY 1**

#### **INCREASE STATE APPROPRIATED MATCH**

- Goal 1:** Obtain increased state match for the Vocational Rehabilitation program (VR).
- Goal 2:** Increase communication and knowledge of AZRSA VR client successes to the Arizona Legislature and general public through councils, consumer and advocacy groups, and other constituency groups.
- Goal 3:** Demonstrate accountability by serving more individuals with disabilities who achieve their employment goal in relation to increased state match.

### **PRIORITY 2**

#### **STABILIZE THE WORKFORCE**

- Goal 1:** Develop strategies to increase the retention rate of VR counselors.
- Goal 2:** Improve AZRSA recruitment practices.
- Goal 3:** Cover vacant caseloads within a 30 day time frame of the absence.
- Goal 4:** Increase the overall job satisfaction of the AZRSA direct service employees from 64% to 69% by 2006, and increase to 75% by 2007.

**PRIORITY 3**

**ESTABLISH AND IMPLEMENT A QUALITY MANAGEMENT PROCESS**

- Goal 1:** VR counselors will comply with AZRSA policies and procedures at or above 90% of the time, based on case reviews.
- Goal 2:** Establish a baseline compliance measure of quality standards for contracted services.
- Goal 3:** Establish a quality management process to continually improve the agency's effectiveness and efficiency.
- Goal 4:** Develop a VR counselor feedback system using consumer satisfaction surveys.

**PRIORITY 4**

**INCREASE VR SUCCESS RATE**

- Goal 1:** Reduce the number of unsuccessful closures.
- Goal 2:** Improve the effectiveness of the AZRSA VR service delivery process for all individuals, especially individuals with the most significant disabilities and individuals who are minorities.
- Goal 3:** Improve VR performance as measured by the federal standards and indicators.
- Goal 4:** Expand and improve the availability of assistive technology services and devices for effective participation in the rehabilitation program.
- Goal 5:** Improve referrals and increase collaboration within local communities for youth with disabilities in transition.

**PRIORITY 5**

**ENHANCE SERVICE AVAILABILITY**

- Goal 1:** Identify gaps in service availability and develop strategies for innovation, expansion, or improvement, including the need for establishing, developing and improving community rehabilitation services.
- Goal 2:** Allocate resources based on updated established formula.
- Goal 3:** Expand and improve the range of assistive technology devices and services at each stage of the rehabilitation process throughout the state.
- Goal 4:** Overcome barriers in access and participation of individuals with the most significant disabilities for opportunities to employment using ongoing employment supports.

**PRIORITY 6**

**INCREASE CLIENT ACCESS TO OTHER DES AND COMMUNITY SERVICES**

- Goal 1:** Increase VR client access to other DES and community services.
- Goal 2:** Increase use of Navigators located in WIA One-Stop Career Centers statewide to bridge the gap between VR and local community resources.

**PRIORITY 7**

**MARKETING AND OUTREACH**

- Goal 1:** Develop and implement an ongoing strategic marketing plan.
- Goal 2:** Improve the image of the AZRSA VR program within Arizona communities.
- Goal 3:** Increase outreach to individuals with disabilities who are minorities, including those with the most significant disabilities.
- Goal 4:** Increase marketing and outreach activities to employers.